

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

JAMES R. AND CHARLENE SMITH	)	
	)	
COMPLAINANTS	)	
	)	
v.	)	CASE NO. 98-211
	)	
LOUISVILLE GAS AND ELECTRIC COMPANY	)	
	)	
DEFENDANT	)	

ORDER TO SATISFY OR ANSWER


Louisville Gas and Electric Company ("LG&E") is hereby notified that it has been named as defendant in a formal complaint filed on April 16, 1998, a copy of which is attached hereto.

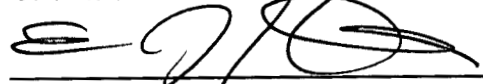
Pursuant to 807 KAR 5:001, Section 12, LG&E is HEREBY ORDERED to satisfy the matters complained of or file a written answer to the complaint within 10 days from the date of service of this Order.

Should documents of any kind be filed with the Commission in the course of this proceeding, the documents shall also be served on all parties of record.

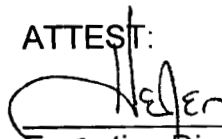
Done at Frankfort, Kentucky, this 4th day of May, 1998.

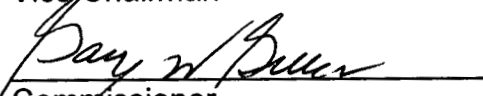
PUBLIC SERVICE COMMISSION

  
Chairman

  
Vice Chairman

ATTEST:

  
Executive Director

  
Commissioner

98-01095

Kinney

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

James R. and Charlene Smith  
(Your Full Name)

COMPLAINANT

VS.

Louisville Gas & Electric Company  
(Name of Utility)

DEFENDANT

RECEIVED

APR 16 1998

PUBLIC SERVICE  
COMMISSION

COMPLAINT

The complaint of James R. and Charlene Smith respectfully shows:  
(Your Full Name)

(a) James R. and Charlene Smith  
(Your Full Name)  
5909 Carmelwood Circle  
Louisville, KY 40229  
(Your Address)

(b) Louisville Gas & Electric Co.  
(Name of Utility)  
P.O. Box 32000  
Louisville, KY 40232  
(Address of Utility)

(c) That: The Louisville Gas & Electric Company  
(Describe here, attaching additional sheets if necessary,

did fail to bill the complainant for a period  
the specific act, fully and clearly, or facts that are the reason

of no less than sixty-four days (November 4, 1997  
and basis for the complaint.)

through January 7, 1998). The Louisville Gas &  
Electric Company noticed an extreme increase in

Continued on Next Page

Formal Complaint

James R. and Charlene Smith vs. Louisville GAS & Electric Co

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usage during the first billing cycle and did not release  
that billing. Without receipt of that bill, the complainant  
was unaware of any irregularities in their usage. Failure  
to bill regularly resulted in the problem continuing to go  
undetected, which allowed the billing to become multiplied. In  
addition, discovery of problem was not until January 24, 1998

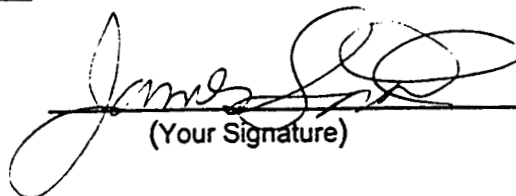
\*\*\* Please  
see  
attache.

Wherefore, complainant asks that the resulting response should  
(Specifically state the relief desired.)

be for a fair reduction in this particular billing. The  
complainant asks, due to their time and effort involved  
in this matter, that a reduction for the sum total of  
\$400.00 be made in their favor.

Dated at Louisville, Kentucky, this 1<sup>ST</sup> day  
(Your City)

of April, 1998.  
(Month)

  
(Your Signature)

\_\_\_\_\_  
(Name and address of attorney, if any)

History of Account Difficulties  
Re: Louisville Gas & Electric Company

For: James R. and Charlene Smith  
5909 Carmelwood Circle  
Louisville, KY 40229

- 1) Called week prior to Christmas. inquired as to when bill should be expected. spoke with a male (didn't get name). was assured bill was on it's way.
- 2) January 19, 1998: Spoke with Diaz Crawford. LG&E Customer Service. was told bill was mailed 1/16/98. She informed me that the bill was \$697.67 and it was for 64 days. They had held bill because they thought there was a problem with the meter. Questioned her as to why there had been no attempt to contact us in any way. she was not sure. Arranged for her supervisor. Mr. White to call me on 1/20/98. Mr. White never returned call.
- 3) January 22, 1998: LG&E sent a man to inspect meter (via Chuck Carlton). James stayed home. Found meter to be operating correctly. Did extensive search. checking meter with almost the entire breaker box shut off and then turning breakers back on. Man stated that problem must be with one of the large appliances (i.e. water heater, furnace, etc.) due to results found.
- 4) January 24, 1998: After extensive search. testing amperage of such appliances. found water heater and other appliances were okay. Discovered problem was with furnace. Three wires had corroded. two in their place and one had fallen off. Replaced wires and thereby repaired furnace. Spoke with Chuck Carlton to convey the finding. he stated that he felt the corroded wiring must have been the problem.
- 5) January 27, 1998: Bill finally arrived and was postmarked January 23, 1998.
- 6) January 30, 1998 (4:50 P.M.): Called KY Public Service Commission. spoke with Jim Johnson. he said that he would contact LG&E and he will call me back. (Didn't receive a return call).
- 7) February 5, 1998: Spoke with Keith at LG&E Customer Service. He assured me that the electricity would not be shut off. Said meter had been replaced (it had not). Called Jim Johnson again, he gave me Katrina Clark's name and number at LG&E. Ms. Clark said that the actual usage must be paid for according to the KY Public Service

Commission regulations. I inquired as to why there had been no previous contact with us and apparently there would not have been any contact other than the bill, to alert us to the fact that there was a problem. She could not give me a satisfactory answer. She said I should speak with Mr. Johnson at the Public Service Commission again. She also stated that Keith should not have said the meter had been replaced, it did not reflect that on our account. I asked if Keith could be the male who spoke with me in December? Katrina said possibly, as there were not many males working in that department.

- 8) February 5, 1998: Called Jim Johnson once again. He told me the same as Ms. Clark did, that actual usage was our responsibility. I argued that when a water leak is found with the Louisville Water Company and repaired, an adjustment is made for the customer. Also, that if we had received a bill at our normal billing cycle in December, we would have been alerted of a problem and could have possibly solved the problem before the bill had increased to such a large amount. I requested to appeal and Mr. Johnson stated that he would mail official complaint forms to our home. As of March 9th the complaint forms had not arrived.
- 9) February 19, 1998: Katrina Clark left a message on our answering machine. Upon returning her call, she informed me of the KY Public Service Commission reconsideration and decision to make an exception in our case. A letter regarding what had been done to locate and repair the problem was requested. I stated that I would get the needed information to her as soon as possible. James worked several late nights and over the next two weekends, requiring some time for him to write down what he had done to locate and correct the problem.
- 10) March 3, 1998: Wrote letter to be faxed with information regarding search and repair. Attempted faxing, however school's fax machine was not working properly.
- 11) March 4, 1998: Attempted faxing letter once again. Not sure if it went through. Katrina called for me at school twice, once just 20 minutes after I had faxed the letter and again in the late afternoon, she had not received fax.
- 12) March 5, 1998: Received call at school from Theresa Ward. she explained that she had been asked to look at our case for a possible adjustment in bill. The fax for Ms. Clark had arrived on her desk late in the day on March 4, 1998. Ms. Ward said that our home must have been 95 degrees during that time. I stated that our home had remained at approximately 70-72 degrees. She began to tell me that

kilowatts and BTU's did not work that way. I explained to her that I did not know how these things worked but that my husband had said the problem with the wiring had allowed the furnace to operate on 7kw instead of the 23kw it should have been using. There had been no noticeable differences in the operation of the furnace. I asked her for her name and telephone number so that I could have my husband speak to her regarding this. He is a commercial HV/AC installer and has much more knowledge about kilowatts and BTU's than I.

- 11) March 6, 1998: James attempted three seperate times (10:00 A.M., 12:00 P.M. and 2:00 P.M.) to reach Theresa Ward unsuccessfully.
- 12) March 9, 1998: James again attempted to reach Ms. Ward and was successfull upon this attempt. My husband felt Ms. Ward's attitude was unprofessional and even told her so. She was argumentative with him. She explained to him that she was to arrange a payment plan, not an adjustment, with us. Ms. Ward stated she felt that there had been errors made in the reading of the meter. James was unhappy with the course of the conversation and told her that we should not be held accountable for their errors. The conversation ended with my husband's request for the telephone number to the KY Public Service Commission. Ms. Ward was unable to give this information to him and transferred him to Katrina Clark, however he feels that Ms. Ward never disconnected herself from the transferred call, but remained silent (the sound of the phone line was different).
- 13) March 10, 1998: Jim Johnson left a message on our answering machine. I did not receive message until late in the evening and was unable to return call at that time. On March 11th, I took my car to the VET after work and was still unable to return call.
- 14) March 12, 1998: Called Jim Johnson. He had received information that LG&E was no longer considering an adjustment on our billing. He stated that the reasons had not been disclosed to him. He then asked if we still wanted to continue further with our complaint. I said we would. He is to mail the formal complaint papers tomorrow. He told me that on February 5th, he had given our request for formal complaint papers to his supervisor. The supervisor upon reading our complaint had then contacted LG&E and requested the adjustment.
- 15) March 19, 1998: Called the KY Public Service Commission to find out what had become of the formal complaint papers that I had requested. I spoke to a woman (did not get her name). she told me that the paperwork had been found on their

supervisor's desk that morning and had been placed in the daily mail. She said I should receive it in a day or two.

- 16) March 23, 1998: Received letter and formal complaint papers from the KY Public Service Commission. The letter had been dated for March 10, 1998.

Katrina Clark  
LG&E  
627-3083

Theresa Ward  
LG&E  
627-4992

Jim Johnson  
KY Public Serv. Comm.  
1-800-772-4636

# Schedule of Account Payment History

Dates of Service	KW Usage	Amt. Billed	Amt. Paid	Date Paid	Balance After Pmts.
11/04- 01/07	16086	697.67			697.67
			250.00	02/12	-250.00
01/07- 02/13	03211	150.53			150.53
			150.53	03/10	-150.53
02/13- 03/09	02062	98.49			98.49
			98.49	03/24	-98.49
Totals		946.69	499.02		447.67